Information Security Office - External Event Tracking Log
Fourth Quarter FYE 06-30-11 (02-25-10 to 05-26-11)

Attachment 2

External Event Number	Type of External Event	Official Notification Date of "External Event" Sent to ISOF	Originating Source of "External Event"	Working Title	Comments
11-25 (EE)	Anthem Blue Cross HIPAA Security Incident	04/08/11	Anthem Blue Cross	Unauthorized Disclosure of Protected Health Information	Anthem Blue Cross reported a Security Incident that occurred on March 4, 2011. The Incident involved one CalPERS member. The Department of Health Care Services (DHCS) received a check to an Anthem Provider and the Evidence of Benefits (EOB). The DHCS sent the check and EOB to CalPERS who informed Anthem of the Incident and requested a Security Incident form to be completed. The Protected Health Information (PHI) disclosed was the member's name, ID number, date of service, procedure number, provider name and address, and check number. Anthem has confirmed that the provider's address on file was missing the suite number and the address has been updated. Anthem notified the member of the incident and mailed a letter during the week of April 8, 2011.
11-26 (EE)	Univita non-PHI Security Incident	04/26/11	Univita	Unauthorized Disclosure of non-Protected Health Information (non-PHI)	The CalPERS Long-Term Care Program receives notices from its third party administrator (Univita) when there are information security breeches. The Long-Term Care Program understands that all non-Protected Health Information (non-PHI) breeches must be reported to the Information Security Office (ISOF) as External Events. For this unauthorized disclosure which was discovered on April 4, 2011, the specific data that was disclosed was the person's name, address, coverage ID number, and billing amount on a final billing notice. This disclosure was reported by Univita; but, it was not caused by Univita. The USPS made the error when the notice was mailed incorrectly. Univita asked that the notice be shredded.
11-27 (EE)	Univita non-PHI Security Incident	05/04/11	Univita	Unauthorized Disclosure of non-Protected Health Information (non-PHI)	The CalPERS Long-Term Care Program receives notices from its third party administrator (Univita) when there are information security breeches. The Long-Term Care Program understands that all non-Protected Health Information (non-PHI) breeches must be reported to the Information Security Office (ISOF) as External Events. For this unauthorized disclosure which was discovered on April 7, 2011, the specific data that was disclosed was the person's name and address on an automatic inflation letter. No medical information was disclosed. The Individual's information that was in the Recipient's electronic file has been deleted.

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11-28 (EE)	Univita non-PHI Security Incident	05/04/11	Univita	Unauthorized Disclosure of non-Protected Health Information (non-PHI)	The CalPERS Long-Term Care Program receives notices from its third party administrator (Univita) when there are information security breeches. The Long-Term Care Program understands that all non-Protected Health Information (non-PHI) breeches must be reported to the Information Security Office (ISOF) as External Events. For this unauthorized disclosure which was discovered on May 2, 2011, the specific data that was disclosed was the person's name, address, and coverage ID number on a letter requesting additional information. No medical information was disclosed. The Recipient called the claims department to report that he received the Individual's letter in error. The Recipient agreed to destroy the Individual's letter.
11-29 (EE)	Blue Shield of California HIPAA Security Incident	05/05/11	Blue Shield of California	Unauthorized Disclosure of Protected Health Information	Blue Shield of California (BSC) reported a Security Incident which occurred on March 29, 2011. The incident involved five (5) CalPERS members. Documents containing member information were accidently mailed to another member of BSC. The Protected Health Information (PHI) disclosed was the subscriber identification number, name, and address. In the case of one member, the general claim number and billed amount was disclosed. There were no Social Security numbers involved with this incident. BSC confirmed the member who received the information shredded the documents. In accordance with federal regulations, BSC did not notify the individuals because it was determined after a risk assessment that the individual whose PHI was accessed, used, or disclosed was not harmed.

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11-30 (EE)	Blue Shield of California HIPAA Security Incident	05/17/11	Blue Shield of California	Unauthorized Disclosure of Protected Health Information	Blue Shield of California (BSC) reported a security incident which occurred on May 9, 2011 and which involved one CalPERS member. Documents containing member information were mailed to an incorrect address. The Protected Health Information (PHI) disclosed was the member's name, date of birth, medication name, date of last refill, quantity, and the days' supply. There was no Social Security number involved with this incident. BSC confirmed the documents were returned by mail from the University of Washington School of Medicine (Office of Graduate Medical Education). In accordance with federal regulations, BSC did not notify the individual as it was determined, after a risk assessment, that the individual's whose PHI was accessed, used, or disclosed was not harmed. [75 Fed. Reg. 42740, 42744 (August 24, 2009)]
11-31 (EE)	PORAC Database Hacked Security Incident	05/17/11	PORAC	Unauthorized Disclosure of Personally Identifiable Information (PII)	The PORAC database was hacked into last month. PORAC is a CalPERS Direct Authorization vendor. PORAC has an agreement with CalPERS to have CalPERS take deductions from monthly checks of retirees who are members of their organization (for membership dues). It appears that names, addresses, Social Security numbers, credit card numbers, date of births, and e-mail addresses were stolen. CalPERS was informed that since the system hack, PORAC has sent out three notifications. First one by e-mail, second was a hard copy via mail, and third was an e-mail update informing they are working alongside the FBI to solve the case. At last contact, CalPERS was informed that PORAC was looking into offering credit monitoring for their members. The PORAC contact is Angie Gonzales, Membership, (916) 928-3777, membership@PORAC.org

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11-32 (EE)	Kaiser HIPAA Security Incident	05/19/11	Kaiser Permanente	Unauthorized Disclosure of Protected Health Information	Kaiser Permanente reported a security incident which occurred on April 4, 2011 and which involved thirteen (13) CalPERS members. A laptop containing member information was reported stolen. The Protected Health Information (PHI) disclosed was the members' Kaiser Permanente medical record numbers, patient names, and hearing test graph results. There were no Social Security numbers involved with this incident. Kaiser Permanente confirmed that the laptop was stolen from their Oakland Head & Neck Surgery Audiology room. The replacement laptop will require users to enter log-on and password information and the vendor is testing software for compatibility with encryption technologies. Kaiser Permanente will mail a letter (no later than May 20, 2011) informing CalPERS members of the incident.